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| PUB TYPE | Books (010) -- Guides - Non-Classroom (055) -- Tests/Questionnaires (160) |
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ABSTRACT

Nine Canadian health libraries participated in a pilot test of the Benchmarking Tool Kit between January and April, 1998. Although the Tool Kit was designed specifically for health libraries, the content and approach are useful to other types of libraries as well. Used to its full potential, benchmarking can provide a common measuring stick to evaluate performance, identify differences and lay the foundation for a more detailed exploration of differences in work processes in various settings. The purpose of the pilot test phase of the project was four-fold: to explore the feasibility of developing a common benchmarking instrument that could be used by health libraries; to identify specific performance indicators for health libraries; to pilot test the instrument in different types of health libraries; and to prepare a manual on how to use the benchmarking instrument. The goal of the Task Force was to prepare a flexible Tool Kit whose measures have the following characteristics: are client-focused; are service-based; demonstrate the value added by the library and the library staff, reflect the new, expanded role of the library in the information age, are comparable across different settings, are easily and accurately counted; and are open to change as required. The Tool Kit was designed to be as easy to use as possible, and consists of: information provided by library clients in the form of a questionnaire (Step 1); information provided by the librarian about collections and services (Steps 2 and 3); calculation of the performance indicators (Steps 4 and 5); and suggestions for working with results and benchmarking partners (Steps 6 and 7). Appendices contain detailed library services questionnaire data and detailed profile data from the pilot project. (AEF)

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